

Technical Attachment – PDF Remediation Service

1. Service Overview

AccessiWay, with the aim of improving website accessibility and supporting clients in complying with industry regulations, provides the PDF Remediation Service (hereinafter referred to as the “Service”).

The Service is designed to convert client PDF files into accessible documents, in accordance with WCAG 2.2 AA and PDF/UA standards.

Specifically, AccessiWay offers Clients remediation token packages tailored to their specific needs.

2. Types of Service

Service	Description (in Italian)
PDF – 200 tokens	Remediation service to make 200 PDF pages accessible and compliant with WCAG 2.2 AA and PDF/UA standards.
PDF – 500 tokens	Remediation service to make 500 PDF pages accessible and compliant with WCAG 2.2 AA and PDF/UA standards.
PDF – 1000 tokens	Remediation service to make 1000 PDF pages accessible and compliant with WCAG 2.2 AA and PDF/UA standards.
PDF – 2000 tokens	Remediation service to make 2000 PDF pages accessible and compliant with WCAG 2.2 AA and PDF/UA standards.
PDF – 5000 tokens	Remediation service to make 5000 PDF pages accessible and compliant with WCAG 2.2 AA and PDF/UA standards.
PDF – Custom solution for high volumes (over 5000 tokens)	Customized remediation solution for large projects (over 5,000 pages) aimed at making PDF documents accessible and compliant with WCAG 2.2 AA and PDF/UA standards.

3. Token Packages for PDF Remediation

AccessiWay offers Clients token packages for the manual remediation of PDF documents, tailored to specific accessibility requirements.

- Each **token** represents a credit entitling the client to the remediation of one A4 page, performed by specialized professionals.
- All documents are processed according to WCAG 2.2 AA and PDF/UA accessibility standards.

Upon purchase, the Client selects a token package. Tokens are deducted progressively by AccessiWay each time a file is remediated. **Unused tokens will expire and become invalid at the end of the calendar year.**

Clients can send the PDFs for remediation to: **pdf@accessiway.com**.

If the number of available tokens is insufficient to complete the remediation, AccessiWay will inform the client of the need to purchase an additional package.

AccessiWay reserves the right to apply different rates—and therefore deduct more than one token per page—for particularly complex documents, such as:

- Files generated through graphic design software
- Digital magazines
- PDFs containing many images
- Documents obtained from scans or OCR

Any deviation from standard pricing will be communicated in advance, and work will only commence upon **written approval** from the Client.

Additional Terms

- The client commits **not to send files containing personal or sensitive data** (special categories of data). If this cannot be avoided, the Client must promptly notify AccessiWay by writing to legal.ita@accessiway.com, to initiate the appointment procedure for Data Processing Responsibility, using a specific template provided by AccessiWay.

- The client may **not transfer the contract or any rights/obligations** to third parties.
- AccessiWay reserves the right to **engage third parties** for the execution of remediation activities.